

Response to On-Scene, Priority Bravo Emergency Medical Services



KPI Owner: Lt. Col. Jesse Yarbrough

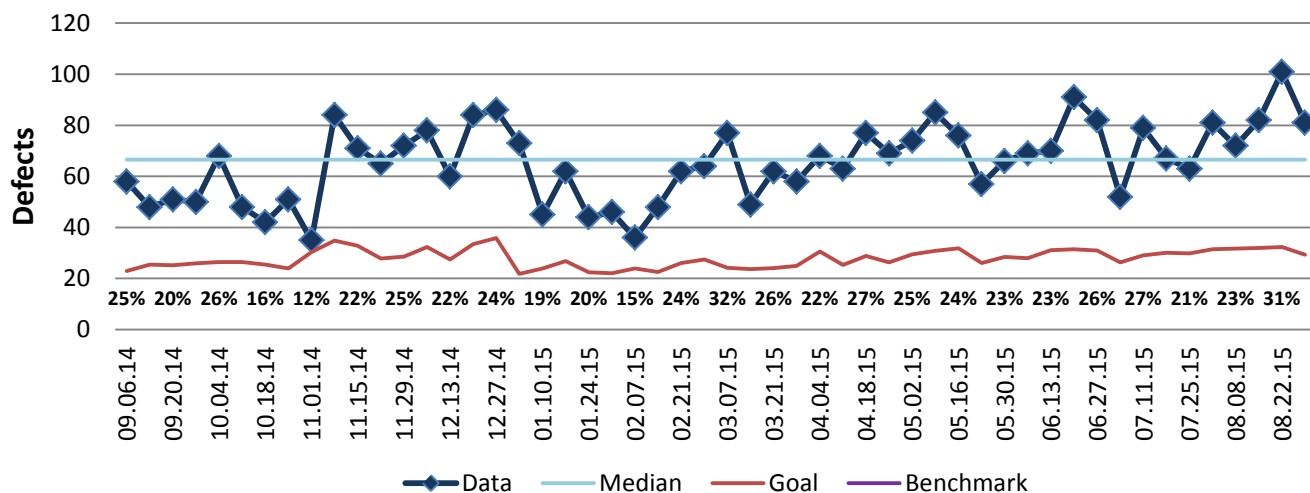
Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary	
Baseline: TBD		Data Source: CAD	Plan-Do-Check-Act Step 3: Determine and quantify root causes	
Goal: 12 minutes or less 90% of the time		Goal Source: LMEMS	Measurement Method: Weekly count of priority bravo response to onscene times that exceed the goal of 12 minutes.	
Benchmark: TBD		Benchmark Source: TBD	Why Measure: To understand system capability & customer expectations	
			Next Improvement Step: Continue tracking metric for internal LouieStat.	
			Move to H2H reporting for future LouieStat forums.	

How Are We Doing?

08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Actual		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
1,451	3,402		29	81	
Defects	Defects		Defects	Defects	

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Identified Factors Impacting RTOS

Controllable (EMS)

Deployment of resources
Response matrix/protocol
Operator Error
Technology issues
Re-coding/altered response priority

Uncontrollable Factors

Technology issues
Call volume
Staging times
Traffic/construction
Weather
Anchorage Fire & Rescue